

## ROBIN, BLECKER &amp; DALEY

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## FACSIMILE TRANSMITTAL SHEET

TO:	FROM: Marylee Jenkins
COMPANY: United States Patent & Trademark Office	DATE: February 5, 2002
FAX NUMBER: (703) 746-7239	TOTAL NO. OF PAGES INCLUDING COVER: 10
PHONE NUMBER:	SENDER'S REFERENCE NUMBER: B422-170
RE:	YOUR REFERENCE NUMBER: 10/007,198

☐ URGENT ☒ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

## NOTES/COMMENTS:

We are forwarding herewith a Preliminary Amendment in the application of Noriko Sugimoto Serial No. 10/007,198 for TROUBLE MANAGEMENT SYSTEM filed October 19, 2001 in Group 2163.

I hereby certify that this correspondence is being faxed to the United States Patent and Trademark Office to facsimile number (703) 746-7239 on the date shown below:

<u>MARYLEE JENKINS</u>	<u>February 5, 2002</u>
Signature	Date of Signature

# 4/Ref A  
920 Jaym  
4/23/02  
PATENT  
B422-170

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Noriko Sugimoto  
Serial No. : 10/007,198  
For : TROUBLE MANAGEMENT SYSTEM  
Filed : October 19, 2001  
Examiner : Unassigned  
Art Unit : 2163

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Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

PRELIMINARY AMENDMENT

Please amend the above-identified application as follows:

In the Specification

Rewrite the paragraph starting at page 1, line 8 and ending at page 1, line 14 as follows:

-- Conventionally, when a user using, for example, an ink jet printer encounters a trouble, e.g., fading of printed characters, he or she has a way to resolve the trouble by referring to a maintenance manual, by asking for a solution from a telephone consulting service or the like of the manufacturer, or by consulting with the sales agency that sold the machine to the user. --

Rewrite the paragraph starting at page 6, line 13 and ending at page 6, line 22 as follows:

-- The transceiving apparatus 131 has functions for enabling the client trouble management system 130 to exchange information directly with the client PC 110, i.e., the function of

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